

Person Centered Module

Rough Draft Discussion



Outcomes for Today's Discussion

- Review and discuss main components of the PC module contained in the assessment.
 - Today's discussion will include:
 - Purpose, CMS Requirement satisfied, example content
- Obtain feedback about the primary approach(es) to be used for obtaining information
- Identify specific content that should be given high priority



PC Module Components

Personal
Profile

People
Important to
Me

My Support
Planning
Meeting

My Future

Preferences



Other Person Centered Components – For Later Discussion

- Employment will be developed as its own separate module.
- Self-direction will be developed as its own separate module.
- Other modules will include preference items in areas where the participant needs support. (Example later in presentation)
- Also working with HCPF to determine how to include information about quality of life and service experience.



Personal Profile

- Modeled after New Hampshire tool (Look Back, Plan Forward)
- Purpose is to provide a framework for the participant to share information about his/her personal history and to track changes that occur over time.
- Could be done at the convenience of the participant through the PHR in advance of or during the assessment process with help from the assessor.
- Could be updated and used as desired by the participant at times other than the assessment.



CMS Requirements This Helps to Address

- The process must be conducted to reflect what is important to the individual to ensure delivery of services in a manner reflecting personal preferences and ensuring health and welfare.
- The process identifies the strengths, preferences, needs (clinical and support), and desired outcomes of the individual.



Personal Profile – Content Examples

- The Personal Profile Categories include:
 - Family, Home and Pets
 - Work and Education
 - Health
 - Leisure/Personal Interests
 - Religion/Culture/Traditions/Personal Values
 - Friends
- Descriptive Fields:
 - Title (e.g. *Participant would create a title for items he/she wants to place under any of the categories, such as: My Children, Places I've Lived, Past Jobs, Music Interests*)
 - Description
 - Event date(s), if applicable
 - Other people associated with the event, if applicable



People Important to Me

- Purpose is to provide an overview of the people who relate to and/or might help support the participant. This section would assist in identifying
 - Individuals who are part of participant's circle of friends or acquaintances
 - instances in which support is desired to enhance any of these personal relationships
 - people who help provide assistance and support on occasional or frequent basis



CMS Requirements This Helps To Address

The person-centered planning process must:

- Reflect what is important to the person to ensure delivery of services in a manner reflecting personal preferences
- Identify the strengths, preferences, needs and desired outcomes of the participant.
- The plan must contain individually identified goals and preferences related to **relationships**, community participation, employment, income and savings, healthcare and wellness, education and others.



People Important to Me – Content Examples

- Name of person and relationship to you. (Could use identifiers such as below)
 - *Spouse*
 - *Adult Child*
 - *Other Family*
 - *Close Friend*
 - *Friend or Acquaintance (not close)*
 - *Paid Helper*
 - *Other*
- Does this person provide help or support? If yes, describe the help provided.
- Do you (participant) have other outcomes you would like to see that involve your relationship with this person? If yes, what would you like to see happen?



My Support Planning Meeting

- Purpose is to identify how to structure the plan meeting so the participant can direct and/or engage more fully in the development of the plan.



CMS Requirements This Helps To Address

The person-centered planning process must:

- Be driven by the individual
- Include people chosen by the individual
- Provide necessary information and support to the individual to ensure that the individual directs the process to the maximum extent possible
- Be timely and occur at times/locations of convenience to the individual
- Reflect cultural considerations/use plain language



My Support Planning Meeting – Content Examples

- Most convenient times and place for the meeting
- Who should be invited to the meeting
- Need for any special accommodations to help the participant or invitees to fully engage in meeting
- What help the participant would like to have in directing the meeting. (including having someone else lead the meeting)
- Role of the case manager in the meeting
- Cultural considerations for people attending the meeting, including the participant



My Future

- Purpose is to obtain information about what things the participant wants to see happen in the future and as a result of services.
- Critical to development of a person-centered plan that addresses outcomes that are most important to an individual.
- This section could be done at various points in the assessment and/or support planning process, depending on individual preference or circumstances.



CMS Requirements This Helps to Address

- The plan must include individually identified goals and preferences related to relationships, community participation, employment, income and savings, healthcare and wellness, education and others.
- The plan must include goals and desired outcomes.



My Future – Content Example

- What do you want to see happen in your future?
 - *Could use same general categories as is used in profile section to help guide the documentation/discussion. (family and home, work and education, health, leisure/personal Interests, religion/culture/traditions, community involvement)*
- What can you personally do to help make sure this is your future?
- What support do you need in moving ahead?



Preferences

- Purpose is to identify preferences for how services are delivered.
- Specific information will be incorporated into modules of the Support Plan Assessment so that specific guidance can be shared with service providers and staff.
- In addition to specific preferences about how assistance is provided, the PC module would include a broader set of preferences
 - For example, participants may practice certain traditions that would affect service selection and/or provision.
- This information could be captured at any time during the assessment or support planning process.



CMS Requirements This Helps to Address

- The plan must include individually identified goals and preferences related to relationships, community participation, employment, income and savings, healthcare and wellness, education and others.
- The plan must reflect individual strengths and preferences.
- The process must reflect cultural considerations.



Preferences (General)- Content Examples

- Indicate personal requirements for how you receive services (include text to describe any that are identified):
 - Day or time that support is provided
 - Gender of direct support staff
 - Knowledge of religious or cultural practices
 - Language used
 - Special training
 - Other
- Alternatives in the event requirements cannot be readily met
 - Willingness to train/teach support staff
 - Secondary preference would be acceptable
 - Unwilling to accept supports that do not meet requirements



Preferences (Specific) – Content Example

Other modules will contain items about specific preferences when there is a need for support. This example deals with need for assistance in bathing.

What are your preferences in getting assistance with your bath?

- *Tub bath, shower, sponge bath, etc.*
- *Gender of support staff assisting with bath*
- *Use of specific products*
- *Use of specific equipment in bath (e.g., shower chair)*
- *Time of day*



Next Steps

- Make needed revisions to the rough outline, based on Department and stakeholder feedback
- Develop draft items for open-ended components for feedback during January site visit
- Follow-up with HCPF on close-ended items (quality of life and experience items) – update/present to stakeholders during January site visit
- Develop paper version of the tool and sharing protocols to be presented during March site visit
- Role play and focus group to see how paper tool works
- Small scale pilot (50) to field test module before rolling into broader assessment tool
- Make revisions based on pilot feedback

